**Toni R. Acton**
Director

AT&T Services, Inc.
1120 20<sup>th</sup> Street, N.W.
Suite 1000
Washington, D.C. 20036

202.457.3039 Phone
202.457.3070 Fax

at&t

July 23, 2010

Via Electronic Submission

Ms. Marlene Dortch
Secretary
Federal Communications Commission
445 12<sup>th</sup> Street, SW
Washington, DC   20554

> Re:   AT&T Submission of TRS Complaint Logs for Period
> June 1, 2009 Through May 31, 2010, CG Docket 03-123

Dear Ms. Dortch:

AT&T inadvertently forgot to include one of the complaint logs in our filing of July 1, 2010 and hereby submits its revised Annual Summary of TRS Consumer Complaint Logs for the time period June 1, 2009 through May 31, 2010.

If you have any questions, please contact the undersigned at 202-457-3039.

Sincerely,

Toni R. Acton
Director

Attachment

# AT&T RELAY SERVICES
## ANNUAL SUMMARY OF CONSUMER COMPLAINTS
### June 1, 2009 through May 31, 2010

at&t

## Complaint Summary by Category

6/18/2010

| Complaint Category | 2009 | | | | | | | 2010 | | | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Transparency | | | | | | | | | | | 1 | | 1 |
| Confidentiality | | | | | | | | | | | | | 0 |
| Verbatim | | 1 | | | | | | | | 1 | | | 2 |
| Typing Issues | | | | | | | | | | | | | 0 |
| In Call Replacement | | | | | | | | | | | | | 0 |
| Answer Performance | | | | | | | | 1 | | | | | 1 |
| Gender Accommodation | | | | 2 | | | | | | | | | 2 |
| Total | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 6 |

# AT&T RELAY SERVICES
## MICHIGAN RELAY
### 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010

**at&t**

| Michigan | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VOICE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TTY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

# AT&T RELAY SERVICES
## MICHIGAN RELAY
### 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010
Complaint Summary by Category

| Category | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Transparency | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Confidentiality | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Verbatim | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Typing Issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| In Call Replacement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Answer Performance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gender Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

6/16/2010

# MICHIGAN RELAY SERVICE
## ANNUAL CONSUMER COMPLAINTS SUMMARY
## JUNE 2009 – MAY 2010

**JUNE 2009** – Nothing to report

**JULY 2009**– Nothing to report

**AUGUST 2009**– Nothing to report

**SEPTEMBER 2009** – Nothing to report

**OCTOBER 2009** – Nothing to report

**NOVEMBER 2009**– Nothing to report

**DECEMBER 2009**– Nothing to report

**JANUARY 2010**– Nothing to report

**FEBRUARY 2010**– Nothing to report

**MARCH 2010**– Nothing to report

**APRIL 2010**– Nothing to report

**MAY 2010**– Nothing to report

# AT&T RELAY SERVICES
## AT&T INSTANT MESSAGE RELAY
### 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010

| AT&T Instant Msg | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VOICE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TTY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

# AT&T RELAY SERVICES
## AT&T INSTANT MESSAGE RELAY
### 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010
Complaint Summary by Category

| Category | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Transparency | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Confidentiality | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Verbatim | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Typing Issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| In Call Replacement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Answer Performance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gender Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

6/16/2010

# AT&T INSTANT MESSAGE RELAY SERVICE
## ANNUAL CONSUMER COMPLAINTS SUMMARY
### JUNE 2009 – MAY 2010

**JUNE 2009** – Nothing to report

**JULY 2009**– Nothing to report

**AUGUST 2009**– Nothing to report

**SEPTEMBER 2009** – Nothing to report

**OCTOBER 2009** – Nothing to report

**NOVEMBER 2009**– Nothing to report

**DECEMBER 2009**– Nothing to report

**JANUARY 2010**– Nothing to report

**FEBRUARY 2010**– Nothing to report

**MARCH 2010**– Nothing to report

**APRIL 2010**– Nothing to report

**MAY 2010**– Nothing to report

# AT&T RELAY SERVICES
## AT&T Non-Contract States (Other)
## 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010

| AT&T Other | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VOICE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TTY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

# AT&T RELAY SERVICES
## AT&T Non-Contract States (Other)
## ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010
Complaint Summary by Category

| Category | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Transparency | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Confidentiality | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Verbatim | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Typing Issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| In Call Replacement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Answer Performance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gender Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

6/16/2010

# AT&T NON-CONTRACT STATES (OTHER)
# ANNUAL CONSUMER COMPLAINTS SUMMARY
# JUNE 2009 – MAY 2010

**JUNE 2009** – Nothing to report

**JULY 2009**– Nothing to report

**AUGUST 2009**– Nothing to report

**SEPTEMBER 2009**- Nothing to report

**OCTOBER 2009** – Nothing to report

**NOVEMBER 2009**– Nothing to report

**DECEMBER 2009**– Nothing to report

**JANUARY 2010**– Nothing to report

**FEBRUARY 2010**– Nothing to report

**MARCH 2010**– Nothing to report

**APRIL 2010**– Nothing to report

**MAY 2010**– Nothing to report

# AT&T RELAY SERVICES
## PENNSYLVANIA RELAY
### 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010

at&t

| Pennsylvania | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VOICE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| TTY | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 3 |
| TOTAL | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 4 |

# AT&T RELAY SERVICES
## PENNSYLVANIA
### 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010
Complaint Summary by Category

| Category | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Transparency | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Confidentiality | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Verbatim | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Typing Issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| In Call Replacement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Answer Performance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Gender Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 4 |

6/17/2010

# PENNSYLVANIA RELAY SERVICE
# ANNUAL CONSUMER COMPLAINTS SUMMARY
# JUNE 2009 – MAY 2010

**JUNE 2009** – Nothing to report

**JULY 2009**

**TTY July 2, 2009**
The customer complained the CA had not relayed the call verbatim.
**Category:** Other (CA/OPR)
**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.
**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
**Contact Closed:** July 2, 2009

**AUGUST 2009**– Nothing to report

**SEPTEMBER 2009** – Nothing to report

**OCTOBER 2009** – Nothing to report

**NOVEMBER 2009**– Nothing to report

**DECEMBER 2009**– Nothing to report

**JANUARY 2010**

**Voice   January 14, 2010**
The customer complained he/she had difficulty reaching the relay service.
**Category:** Answer/Wait Time
**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.
**Resolution:** Apologized for the customer's inconvenience. Referred to technical team for review.
**Contact Closed:** January 14, 2010
**FCC:** Answer Performance

**FEBRUARY 2010**– Nothing to report

**MARCH 2010**

**TTY   March 18, 2010**
The customer complained the CA had not relayed the call verbatim.
**Category:** Other (CA/OPR)
**Escalation:** Received by the National Customer Care Center and handled by the same.
**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
**Contact Closed:** March 18, 2010
**FCC:** Verbatim

## APRIL 2010

**TTY   April 16, 2010**
The customer complained the CA did not remain transparent.
**Category:** Other (CA/OPR)
**Escalation:** Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.
**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
**Contact Closed:** April 19, 2010
**FCC:** Transparency


## MAY 2010– Nothing to report

# AT&T RELAY SERVICES
## VIRGINIA RELAY SERVICE
## 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010

at&t

| Virginia | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VOICE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TTY | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| TOTAL | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

# AT&T RELAY SERVICES
## VIRGINIA RELAY SERVICE
## 2010 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2009 through May 31, 2010
Complaint Summary by Category

| Category | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Transparency | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Confidentiality | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Verbatim | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Typing Issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| In Call Replacement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Answer Performance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gender Accommodation | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Total | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

6/16/2010

# VIRGINIA RELAY SERVICE
## ANNUAL CONSUMER COMPLAINTS SUMMARY
## JUNE 2009 – MAY 2010

**JUNE 2009** – Nothing to report

**JULY 2009** – Nothing to report

**AUGUST 2009** – Nothing to report

## SEPTEMBER 2009

**TTY    September 28, 2009**
The customer complained the CA did not comply with his/her request for a female CA.
**Category:** Other (CA/OPR)
**Escalation:** Received by the Virginia Relay Center and handled by the same.
**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
**Contact Closed:** September 28, 2009
**FCC: Gender Accommodation**

**TTY    September 28, 2009**
The customer complained the CA did not comply with his/her request for a female CA.
**Category:** Other (CA/OPR)
**Escalation:** Received by the Virginia Relay Center and handled by the same.
**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.
**Contact Closed:** September 28, 2009
**FCC: Gender Accommodation**

**OCTOBER 2009** – Nothing to report

**NOVEMBER 2009** – Nothing to report

**DECEMBER 2009** – Nothing to report

**JANUARY 2010** – Nothing to report

**FEBRUARY 2010** – Nothing to report

**MARCH 2010** – Nothing to report

**APRIL 2010** – Nothing to report

**MAY 2010** – Nothing to report

# Michigan Captel FCC Complaint Report 2010

| Date of Complaint | Time of Call | State Program | Nature of Complaint | Explanation of Resolution or Status | Date Resolved |
|---|---|---|---|---|---|
| 6/4/2009 | 11:30:00 AM | Technical | Disconnect/Reconnect during calls | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. | 6/4/2009 |
| 6/18/2009 | 12:50:00 PM | Product | Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse | Advised customer to change phone setting from tone to pulse. This resolved customer's experience. | 6/18/2009 |
| 6/22/2009 | 10:10:00 AM | Product | Dialing/Setup - Call Waiting | Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience. | 6/22/2009 |
| 6/24/2009 | 9:20:00 AM | Technical | Disconnect/Reconnect during calls | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. | 6/24/2009 |
| 6/26/2009 | 2:00:00 PM | Product | Dialing/Setup - Call Waiting | Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience. | 6/26/2009 |

# Michigan Captel FCC Complaint Report 2010

| Date of Complaint | Time of Call | State Program | Nature of Complaint | Explanation of Resolution or Status | Date Resolved |
|---|---|---|---|---|---|
| 6/30/2009 | 3:25:00 PM | Product | Dialing/Setup - Dialing Prefix | Advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience. | 6/30/2009 |
| 7/6/2009 | 11:40:00 AM | Product | Dialing/Setup - Call Waiting | Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience. | 7/6/2009 |
| 7/6/2009 | 3:00:00 PM | Product | Dialing Issue - Can't dial out in caption mode | Advised telephone technician of the need for the CapTel unit to dial to an 866 number. They will remove block on dialing 800 numbers from her line. | 7/6/2009 |
| 7/10/2009 | 10:25:00 AM | Product | Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse | Advised customer to change phone setting from tone to pulse. This resolved customer's experience. | 7/10/2009 |
| 7/21/2009 | 1:00:00 PM | Billing | Billing - General | Advised customer on how billing for captioned long distance works and confirmed their preferred carrier of choice is in our system. | 7/21/2009 |
| 8/31/2009 | 1:15:00 PM | Product | Dialing/Setup - Dialing Prefix | Advised customer to remove mistaken dialing prefix programmed in menu of CapTel. | 8/31/2009 |
| 10/29/2009 | 4:35:00 PM | Product | Dialing/Setup - Call Waiting | mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience. | 10/29/2009 |
| 11/20/2009 | 12:15:00 PM | Product | Dialing/Setup - Call Waiting | mistaken and unnecessary Call Waiting block code. This resolved previously experienced | 11/20/2009 |

| Date of Complaint | Time of Call | State Program | Nature of Complaint | Explanation of Resolution or Status | Date Resolved |
|---|---|---|---|---|---|
| 11/20/2009 | 2:10:00 PM | Product | Dialing/Setup - Call Waiting | Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience. | 11/20/2009 |
| 11/20/2009 | 2:10:00 PM | Product | Dialing Issue - Using Pulse instead of Tone or Tone instead of Pulse | Advised customer to change phone setting from pulse to tone. This resolved customer's experience. | 11/20/2009 |
| 1/12/2010 | 10:00:00 AM | Product | Dialing/Setup - Call Waiting | CSR advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience. | 1/12/2010 |
| 2/15/2010 | 12:45:00 PM | Product | Dialing/Set up - Call Waiting | Customer called Customer Service citing disconnections on captioned calls. CSR confirmed that customer had Call Waiting service on phone line but had not programmed a Call Waiting block code in phone. CSR explained how to program code and also discussed option of 2-Line, which would allow full use of Call-Waiting feature. | 2/15/2010 |

# Michigan Captel FCC Complaint Report 2010

| Date of Complaint | Time of Call | State Program | Nature of Complaint | Explanation of Resolution or Status | Date Resolved |
|---|---|---|---|---|---|
| 2/22/2010 | 2:40:00 PM | Technical | Disconnect/Reconnect during calls | Customer stated she loses connection on nearly all of her calls. CSR sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrance. | 2/22/2010 |
| 2/23/2010 | 4:25:00 PM | Product | Dialing/Setup - Dialing Prefix | Customer reported that she is unable to dial out with captions from the CapTel phone. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience. | 2/23/2010 |
| 3/8/2010 | 1:25:00 PM | Product | Dialing/Setup - Dialing Prefix | Customer was unable to connect with captions in 2-Line mode in their office. After further discussion, CSR advised proper programming of dialing prefix for second phone line for 2-Line CapTel set up. Confirmed this adjustment resolved customer's experience. | 3/8/2010 |

# Michigan Captel FCC Complaint Report 2010

| Date of Complaint | Time of Call | State Program | Nature of Complaint | Explanation of Resolution or Status | Date Resolved |
|---|---|---|---|---|---|
| 3/10/2010 | 9:05:00 AM | Product | Dialing/Setup - Call Waiting | Customer's daughter reported the customer was unable to dial out with captions. Advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience. | 3/10/2010 |
| 3/19/2010 | 12:10:00 PM | Product | Dialing/Setup - Dialing Prefix | Customer reported seeing "caption line is ringing" on their display screen when trying to make an outgoing captioned call. CSR advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience. | 3/19/2010 |
| 3/22/2010 | 11:40:00 AM | Product | Dialing/Setup - Dialing Prefix | Phone technician was assisting with the set up of the CapTel in 2-Line mode in an office setting. CSR advised proper programming of dialing prefix for second phone line. Confirmed this adjustment resolved customer's experience. | 3/22/2010 |
| 3/22/2010 | 11:40:00 AM | Product | Set up - General | Phone technician was assisting with the set up of the CapTel in 2-Line mode in an office setting. CSR explained how to turn 2-Line mode on in the menu. Test calls confirmed that unit is working successfully in 2-Line mode. | 3/22/2010 |

# Michigan Captel FCC Complaint Report 2010

| Date of Complaint | Time of Call | State Program | Nature of Complaint | Explanation of Resolution or Status | Date Resolved |
|---|---|---|---|---|---|
| 3/24/2010 | 1:30:00 PM | Product | Dial Tone - Not heard | Customer said he had no dial tone. CSR advised customer to perform a physical and electronic resets which resulted in an intermittent dial tone. CSR advised customer to move the phone to a different location which resolved the customer's experience. | 3/24/2010 |
| 3/30/2010 | 11:10:00 AM | Product | Dialing/Setup - Dialing Prefix | Customer's technician reported that captions do not connect on incoming calls. CSR advised proper programming of dialing prefix to use CapTel in 2-Line mode successfully. Confirmed this adjustment resolved customer's experience. | 3/30/2010 |
| 3/30/2010 | 11:10:00 AM | Product | Dialing/Setup - Call Waiting | Customer's technician reported their inability to get captions on incoming calls in 2-Line mode. CSR advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience. | 3/30/2010 |
| 4/2/2010 | 8:15:00 AM | Product | Dial Tone - Not heard | Customer reported no dial tone on the CapTel. CSR advised a physical reset and this resolved the customer's experience. | 4/2/2010 |

| Date of Complaint | Time of Call | State Program | Nature of Complaint | Explanation of Resolution or Status | Date Resolved |
|---|---|---|---|---|---|
| 4/7/2010 | 9:50:00 AM | Product | Dialing/Setup - Call Waiting | Customer inquired how to remove and how to insert the proper call waiting block code. CSR explained extensively how to remove the *70 with a comma from the menu settings if they are discontinuing the service from their phone company. CSR also explained how to insert the proper block call waiting, if customer decides to keep the service. | 4/7/2010 |
| 4/20/2010 | 12:45:00 PM | Product | Dialing/Setup - Call Waiting | Customer's friend called reporting problem with CapTel phone 200. CSR advised customer to delete mistaken Call Waiting block code in menu of CapTel phone as secondary line had no Call Waiting service. This resolved problem. | 4/20/2010 |
| 4/26/2010 | 8:50:00 AM | Product | Dial Tone - Not heard | Customer said she gets no dial tone on her CapTel phone. She could not hear CSR to get any advice. CSR called her back and got answering machine. Left message to check the connection of the CapTel phone to phone line at both phone and wall jack. Customer now using CapTel phone. | 4/26/2010 |
| 4/26/2010 | 9:45:00 AM | Product | Dial Tone - Not heard | Customer reported no dial tone on her CapTel. CSR advised a physical reset and this resolved the customer's experience. | 4/26/2010 |

| Case # | Date | Abstract | Resolution | Status |
|---|---|---|---|---|
| 72853 | July 3, 2009 | Customer was concerned because his upload and download speed was very low- 80 upload, 100 download. He stated that friends see his screen blurry, sometimes freezes while on his P3 netbook. | Suggested to the customer to call his DSL provider and address the issue with them and why the internet stream is low in their residence. Hopefully it will solve their slow speed with his P3. | Closed |
| 74485 | July 9, 2009 | Customer received email that MVP is ready for new firmware, but after logging out and signing back in nothing happened. | Requested tier 3 to push firmware change different group. | Closed |
| 74809 | July 9, 2009 | Call Back Program team contacted this customer and discovered that customer's P3 netbook has malware virus that is preventing him to make calls. Customer Care Rep assisted with this call and provided the malwarebytes.org software to download and clean up the virus. | Malware removed and netbook is in normal condition. | Closed |
| 75319 | July 11, 2009 | Customer cannot log in to P3. | Customer care reset username and customer is now able to log in. | Closed |
| 76973 | July 16, 2009 | Customer noticed the video was showing pixelation though did test on speed, it seemed look pretty good. | Advised customer to check the settings that shows 256, 384 and 512 so that he will need to adjust to increase to 384 so the video will look better.. If there's a problem, he may contact us for assist. | Closed |
| 77944 | July 20, 2009 | The customer called in saying he has issue with video quality. When P3 call to other P3 or MVP fine work. But call to VP200 some bad pixel and he try figured out with Ojo call to VP200 pretty good video quality. Not sure, possible issue with Notebook? | Explained that issue can be due to wireless possible less bandwidth speed; suggested try using Ethernet instead of Wireless could be different. If not please call back us then transfer to Tier 3. Thanks | Closed |
| 78794 | July 21, 2009 | The caller attempted to update their address but the website continues to reject the address they put in. | Confirmed, the address been updated. | Closed |
| 78838 | July 22, 2009 | Customer advised that he made a few tests with his P3 by calling three VRS providers (SnapVRS, CACVRS and HOVRS) and it works great except ZVRS.TV and BISVRS.tv. | Sent to Development Team. | Closed |

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| 81456 | July 29, 2009 | Customer states when he was providing his Social Security info via VI and then all of a sudden got disconnected. He was expecting to have VI return his call but it hasn't happened yet. Also, customer states he noticed the Video Quality isn't that really clear, just seeing "pixelations". | Customer care responded to the customer's concern. | Closed |
| 82756 | August 1, 2009 | Customer's MVP got 1.5.4 Spoke to a rep but rep could not go to customer's home without a ticket number. Customer need both vp and mvp to work because he's missing really important calls. Did try to install port forwarding himself but nothing works. | went to this customer's home today. Everything has been resolved and now all 3 MVPs work. Customer has his own MVP and his two deaf kids have their own MVP, and all are working great. So you may close this ticket. | Closed |
| 83998 | August 4, 2009 | Customer's MVP didn't complete upgrade. Customer did reboot few times but still slow and trying to get all done for upgrade a new firmware 154. | Checked on MVP's status that it has been upgraded already. | Closed |
| 83857 | August 4, 2009 | I got new netbook and wireless router, but I don't know how to install them, can you get rep to come my place? | Rep completed the tech support by replacing the D-Link and setting up 1.5.4 port forward. Rep noticed that the customer has an old software and rep upgraded it. His cable modem is RCN. Rep had to remove the battery and waited for awhile until the battery is fully charged. Also, changed password from PASSWORD to other personal password per customer's request. Gave the demo to him how to use P3 netbook. Everything looks good. No further tech support is needed. | Closed |
| 85356 | August 8, 2009 | Customer complaining that video quality is bad and needs to check internet speed and test video software to see if something inside netbook isn't set up right. | Customer called back and canceled request for service since customer corrected issue | Closed |
| 88813 | August 18, 2009 | Customer wanted to know how to delete the p3 from starting up every time they start the computer | Advised customer on how to remove program from start up | Closed |

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| 91029 | August 24, 2009 | Customer using P3 on Dell can make calls successfully but is unable to see self and has tried with 2 webcams, (phillips pixel plus and Logitech 9000,) both webcams with updated drivers. In the control panel "scanner and cameras" he can see himself, only P3 seems to be a problem. He has downloaded new build 49. | Customer turned off other video application. working now. | Closed |
| 93368 | August 31, 2009 | Customer complained against VI #1164 because VI kept typing on keyboard while still on voice with other customer. Apparently, VI was doing something else while relaying call which was distracting. | Thanked customer for notifying. Apologized for interpreter. Corrective action taken with interpreter. | Closed |
| 97358 | September 10, 2009 | Customer tried to pressing O but it goes to P or M. The customer tried to use mouse pad and touch it and it caused netbook frozen. | Netbook replacement already shipped. See ticket 135542 | Closed |
| 98506 | September 13, 2009 | Customer contacted Rep for an assistance on the wireless connection issue at home. | Solved with SSID and security key | Closed |
| 101730 | September 22, 2009 | customer mentioned that anyone calls in and customer cannot answer the call because it appeared "display" with 3 things. CC called from mvp to p3 and showed same thing so tier 2 is remoting access to netbook and remove p3 then remove from hidden files then reinstall new p3 program in his netbook. | Tier 2 remoted access to his netbook and it solved. Customer Care called from mvp to p3 and customer was able to answer. | Closed |
| 101451 | September 22, 2009 | The customer inquiring about P3 software; Tried to make call using P3 but gets black screen and his friend call to him same thing nothing success. | Explained and recommended to call us from home so we can test P3 to P3 to see if works without black screen. For Netbook explained how to use it and can leave running or also stand by when need use it. | Closed |
| 106025 | October 5, 2009 | Customer tried to call start team, relay service, and others it shows black screen. However, MVP to MVP it s fine. Customer Care checked network setting. There was default setting so readjust setting. Wifi Signal shows some signal but still black screen by testing calls. | Adjusted network setting. Customer may call back if still issues with wireless connection. | Closed |
| 109489 | October 15, 2009 | Having trouble logging in to P3 | Customer contacted and was able to fix his problem for wireless. His P3 works | Closed |

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| 111081 | October 20, 2009 | Customer reports that he used a Thumb drive and a wireless mouse to test.  USB port on left side not respond to either device. All other USB ports respond to both.  customer believes Left usb port is bad, and wants replacement.  Husband also has netbook with different hardware issue.  Wants double replacement. | Customer care has notified the customer the replacement shipped. | Closed |
| 111885 | October 21, 2009 | Customer was frustrated with her MVP and getting a  black screen. Tests confirmed that the black screen does occur when calling from MVP to  VP200. | Accessed remotely and fixed problem. | Closed |
| 113136 | October 26, 2009 | Every time  customer clicks on  call history  an error appears. | Documented in JIRA - this should no longer having an issue anymore. | Closed |
| 117345 | November 10, 2009 | Customer tried to call BISVRS.TV and all of sudden the "calling" appears and its unusual because the customer have been calling BISVRS.TV for a while and the customer is able to connect to different vrs providers esp BISVRS.TV | Customer care acknowledged  and documented the issue; due of conflict of interest on VRS providers. | Closed |
| 117983 | November 11, 2009 | I just don't understand what wrong with the address when i applied for 10 digits. my address is right but this rejects over and over.. i am giving up. i cant get 10 digits at all.. | Contacted customer and emailed ten digit to customer. | Closed |
| 119457 | November 16, 2009 | Customer concerned that Purple is possibly blocking  Z340. | | |
| 120009 | November 17, 2009 | Customer has been unable to log in P3. | Explained to customer that P3 is down and should be back up shortly. | Closed |
| 124005 | December 8, 2009 | Customer is unable to get incoming calls from P3 but  can get incoming calls from other devices. | Provided assistance with the P3. | Closed |
| 124611 | December 11, 2009 | this customer called regard having a wireless connection issue to the p3 netbook and need some help to set up and to be connected to p3 netbook. | Assisted customer by using remote access to get the wifi connection and it works. | Closed |
| 125421 | December 15, 2009 | Customer has difficulties to hook up with his WiFi connection. Customer has Frointer extender for DSL and stated the connection keeps on disconnecting often. Needs to reestablish wifi connection with his DSL. | We check with the customer's network settings, all looks normal. Customer will need to check with his ISP to check about the DSL hiccups. | Closed |
| 126886 | December 23, 2009 | Customer got a new HP mini netbook and downloaded video software but  video was kind of blurry when he set up auto setting in his HP webcam. | Explained to customer  to change the video settings down to 256K. It doesn't make much difference since he was using HP mini netbook. After turning off the auto mode in the HP, it got a better picture. | Closed |

| 128221 | January 5, 2010 | Customer called in with an issue with video quality on MVP and customer's router is siemens gigaset Se567 under Frontier and using DSL. | Assisted this customer and told him to call the phone company and to upgrade the bandwidth | Closed |
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| 128556 | January 7, 2010 | Customer already replaced dlink to linksys router but customer is struggling to get on website from computer to set up password for network key on netbook. | Removed the DMZ and used port forwarding to allow P3 software to make calls. | Closed |
| 128711 | January 8, 2010 | Customer called in regarding issue with the MVP remote. | Customer reports their device is now working. | Closed |
| 129004 | January 10, 2010 | Customer reset router and is asking for rep to come over and reconfig it | Completed reconfiguring the router and able to make both bound calls. | Closed |
| 130976 | January 21, 2010 | Webcam keeps zooming in and out by itself in P3 | Provided customer with instructions on how to fix the zooming issue. Customer needs to go in camera settings, and disable auto-zoom, auto-focus, and face-tracking. That should fix the zooming issue. | Closed |
| 131490 | January 23, 2010 | customer called, stated that the new p3 installed isn't working. Is trying to call someone but it kept "connecting" | Unable to provide assistance due to third party hardware, including 3G usb aircards. Explained that support can be provided when the internet connection method is via standard wifi, or via ethernet. | Closed |
| 131758 | January 25, 2010 | Customer downloaded p3 on personal laptop but after rebooting, the p3 is missing. | Customer care remote customer's laptop to remove and install new p3 2.0. | Closed |
| 132029 | January 26, 2010 | Customer called to complain that video on webcam is slow and blurry. | Camera is over 6 yrs old and suggested to customer to get a new one which will results in better quality video. | Closed |
| 133269 | February 1, 2010 | Customer's Purple netbook can't open the P3 software. | Solved by MacAfee blocked the P3 software. | Closed |
| 135366 | February 12, 2010 | Customer unable to login into p3 | CCR download the anti virus software and solved the virus files. | Closed |
| 135377 | February 12, 2010 | Customer is unable to see each other on p3. Message on the upper right hand said camera is not connected or is in use by another application. | Fixed. | Closed |
| 138110 | March 1, 2010 | Customer has a bad picture and need assistance to fix it so his picture quality will improve. | Informed customer to change his speed settings down to 256K and if it doesn't help then customer need to call his ISP to check with the speed bandwidth. | Closed |

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| 138249 | March 2, 2010 | Customer is upset with VI due her attitude (1) interpreter signs too fast! (2) - straightforward relay from phone relay and customer missed some (3) - feel cold. | Apologized for service. Explained that interpreter will be reviewed on complaint and retraining provided. | Closed |
| 139098 | March 10, 2010 | Customer called in regarding issue with incoming calls and indicated the flash light doesn't work at all. | Customer care assisted this customer and solved the issue. | Closed |
| 139179 | March 11, 2010 | Customer called and stated that someone tried to call him on MVP but MVP did not flash or ring. | CCR checked on CC tools and port and checked okay but missing on secondary dns. Added it and it works. | Closed |
| 139914 | March 18, 2010 | Customer didn't use her netbook for a long time like about 4-5 months ago and now she is not connected to her netbook via wifi mode. | Help reestablished wifi connection for the customer, made calls to each other to ensure it is working properly. | Closed |
| 141196 | March 31, 2010 | Customer called unable to log in. Walked him through the steps to set up a new account | Walked him through the steps to set up a new account | Closed |
| 141345 | April 1, 2010 | MVP is not connecting to WiFi. Customer has DLink DIR 655 router. | Checked PC computer and MVP and both working with Wifi. Also tested VP-200, all working in/out. | Closed |
| 144280 | May 1, 2010 | Unable to open video software on personal laptop | Worked with customer to trouble shoot. Successful in correcting issue. | Closed |
| 144334 | May 2, 2010 | customer called is having issues with her mvp. she is currently logged on p3. Asked customer to please call back on vp200 so we can determine what's her issue with MVP is. | Determined issue to be router. Attempted to go in via remote, but customer states that while she has four computers, all four were locked, and her husband was not home. She did not know the passwords for any of the four computers. Unable to go in via remote. Customer will speak to husband and will call back tomorrow. | Closed |
| 145104 | May 8, 2010 | customer called and stated that noticed that P3 with purple mail display like overlap from contact list to video. need remote access. | Accessed via remote and fixed issue. | Closed |
| 145182 | May 9, 2010 | Customer complained that P3 Purple Mail GUI distorted | Accessed via remote and fixed issue. | Closed |
| 145859 | May 15, 2010 | P3 displaying black screen, cannot see each other | Unable to resolve, customer had to go. Customer will call back when she gets back. Fixed | Closed |
| 146284 | May 20, 2010 | Customer is experiencing a "P3-unexpected error" even after restarted the netbook 3 times. | Documented in JIRA. | Closed |